



Iowa Department of Human Services

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Director

INFORMATIONAL LETTER NO.1643-MC

DATE: March 30, 2016

TO: Iowa Medicaid Home-and Community-Based Services (HCBS),
Habilitation, Consumer Directed Attendant Care (CDAC) Providers and
Managed Care Organizations (MCOs)

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Incident Reporting Notice

EFFECTIVE: April 1, 2016

Beginning April 1, 2016, incident reports for Medicaid members enrolled in HCBS and Habilitation will be reported to the member's MCO. The reports for members not enrolled in an MCO will continue to be sent to the IME through the Iowa Medicaid Portal Access (IMPA) system process.

The Iowa Medicaid Critical Incident Report, [470-4698](#)¹, is found on the [DHS web page](#)². It will initially be used by all three of the MCOs and will continue to be used by the IME for major incidence submission. The form should be submitted to the member's MCO or IME for members not enrolled in an MCO as shown below:

Amerigroup Iowa, Inc. :

- Fax: 844-400-3465
- Provider Call Center: 1-800-454-3730
- Email: IAincidents@amerigroup.com

AmeriHealth Caritas Iowa, Inc. :

- Fax: 844-341-7647 Attn.: AmeriHealth Caritas Iowa Inc., Urgent, Quality Department
- Provider Telephone Services: 1-844-411-0579
- Non-Provider Telephone Services: 1-855-332-2440
- TTY: 1-844-214-2471 24 hours a day, 7 days a week
- Email: ACIACriticalIncidentReporting@amerihealthcaritas.com

UnitedHealthcare Plan of the River Valley Inc. :

- Submit completed form by fax to 1-855-371-7638 or email to critical_incidents@uhc.com
- Provider Services Call Center: 1-888-650-3462

Iowa Medicaid Enterprise:

- Habilitation and Integrated Health Home providers: email (preferred) to

¹ <https://dhs.iowa.gov/sites/default/files/470-4698.pdf>

² <https://dhs.iowa.gov/ime/providers/forms>

- hcbsir@dhs.state.ia.us or (FAX) 515-725-3536
HCBS Waiver Providers: submit via the IMPA system.

The incident reporting standards apply only to providers who have personal contact with members. A listing of those services can also be found in **the Iowa Administrative Code 441 Chapter 77**. The standards define “major” and “minor” incidents, prescribe the content of the incident report form, and set procedures for reporting of major and minor incidents.

Major Incident

When a major incident or a staff member becomes aware of a major incident, the staff member involved will notify the staff member’s supervisor, the member’s case manager and the member’s legal guardian by the end of the next calendar day after the incident.

Minor Incident

Providers must keep records of all minor incidents, but do not have to report minor incidents to the IME. When a minor incident occurs or a staff member becomes aware of a minor incident, the staff member involved shall submit the completed incident report to the staff member’s supervisor within 72 hours of the incident.